

iPad Tips and Information

Wifi, iCloud, Usage Tips

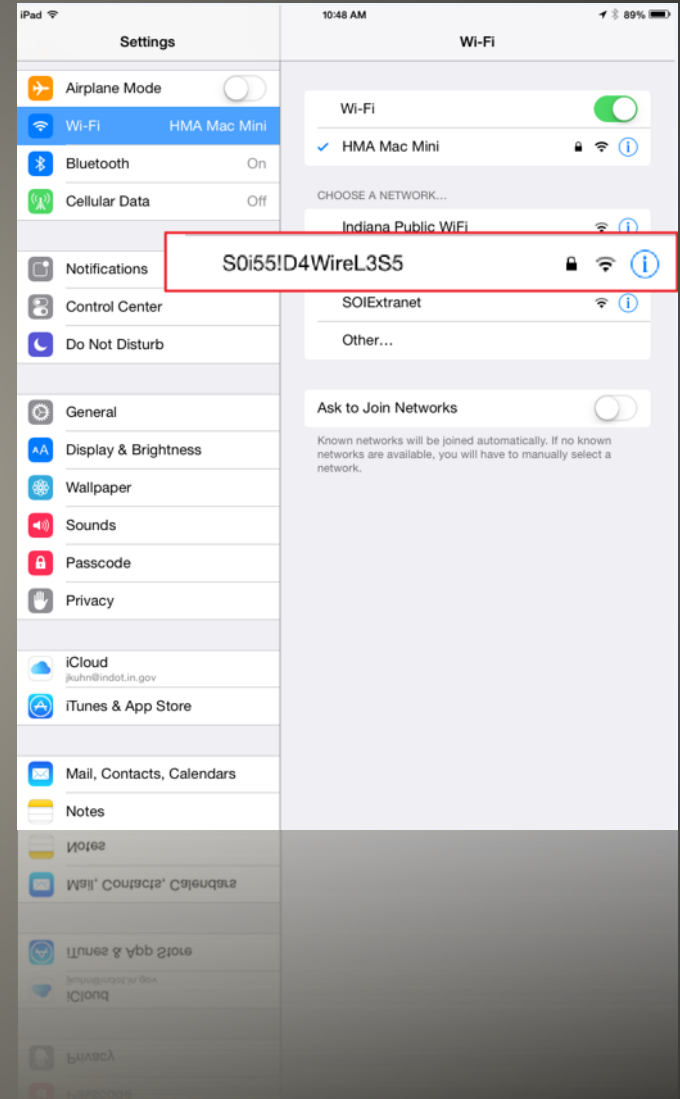
- There are a number of useful different tips that will make day to day usage of your iPad more effective. These tips cover the following:
 - SOI Wireless Connectivity (direct state network connection)
 - Device Compliance (disabling iCloud and Find My iPad)
 - Approved Apps and Purchases
 - General Device Tips
 - Copy/Paste
 - Switching and Closing Applications
 - Safari Troubleshooting
 - Updating Applications

Welcome

- All INDOT locations have two accessible Wi-Fi connections:
 - Indiana Public Wi-Fi
 - Public
 - No Password required
 - Must accept connectivity agreement
 - SOI Wireless
 - Secured
 - Requires appropriate permissions, and network (LAN, Citrix, Webmail, Peoplesoft) password
 - Direct connection to intranet

Wi-Fi Connectivity

- SOI Wireless
 - Requires MobileIron enrollment and setup.
 - Listed as SOi55!D4WireL3S5
 - Requires accepting a connection certificate
 - Will Prompt for your network password when connecting.



SOI Wireless

- Advantages of SOI Wireless
 - It's a direct connection to the Intranet
 - Allows for filling out the Mobile Safety Agreement: <http://intranet.indot.state.in.us/ipad> from your iPad
 - More secure than the Public Wi-Fi
 - Better connection than Public Wi-Fi
 - Supported by IOT
 - Once available on your iPad, it should always be used.

SOI Wireless

- iCloud

- This is a cloud service provided by Apple.
- INDOT and IOT do not support and cannot assist with it.
- Per the IOT [Information Resources Usage Agreement](#), usage of this service is prohibited.
- Usage can prevent issues unlocking and redeploying devices.
- Instructions on disabling iCloud and Find My iPad can be found at this [link](#).

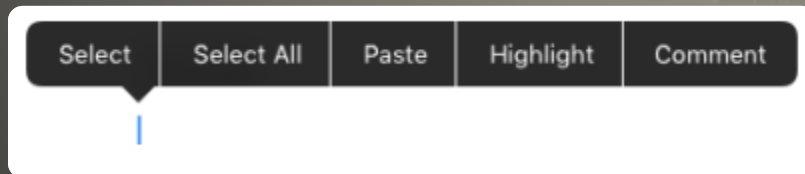
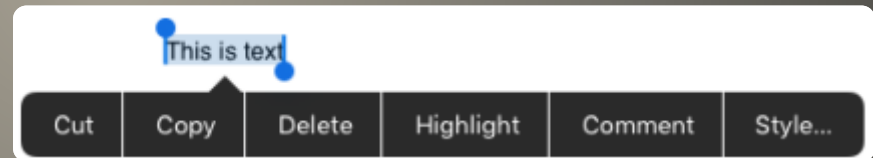
iCloud and the IRUA

- Free apps should be submitted to MIS to review licensing terms and conditions and to verify legitimacy of the app.
- A running list of approved apps can be found at this [link](#). Check often as apps are added frequently.
- There is currently no mechanism to purchase apps, please do not submit these apps for review.

Approved Apps

- How to Cut/Copy/Paste

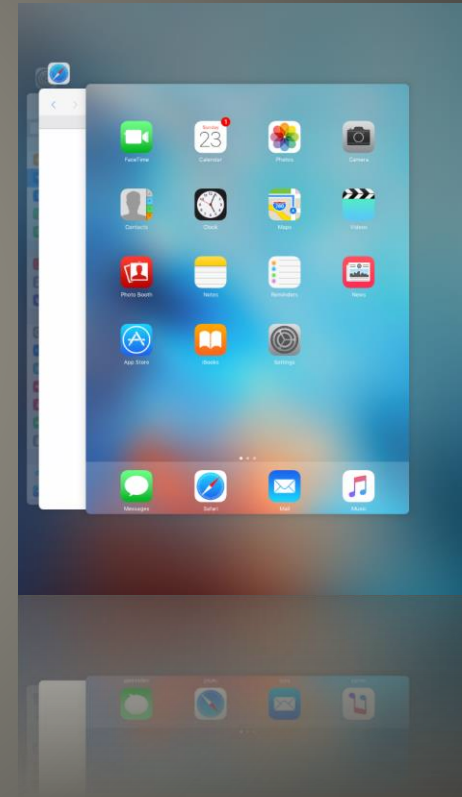
- Double tap to select a word or tap once with two fingers to select a paragraph.
- Drag the handles to adjust the area if needed, then select Cut or Copy.
- Tap an insert point then tap the cursor, or more directly, touch and hold an insert point.
- Remember, the commands available will differ slightly in each app.
- Select Paste.



Copy/Paste

- iOS App Switcher

- Double tap the home button and enter the task switcher:
 - Scroll left or right to show the active Apps.
 - Single tap on the screen to select the app to switch to.
 - Swipe the App upward to close it.



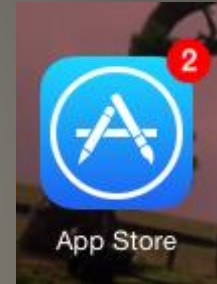
Switching and Closing Apps

- Safari Web Browser
 - Remember that not all websites are compatible with your iPad and there will be issues with how some pages display.
 - For specific troubleshooting refer to: [http://www.in.gov/indot/div/mobile/pubs/FieldAssistant Safari Tips.pdf](http://www.in.gov/indot/div/mobile/pubs/FieldAssistantSafariTips.pdf) which covers the following:
 - Most issues can be resolved by clearing the Safari History.
 - Other issues can be resolved by making sure that Private browsing is disabled.

Safari Troubleshooting

- Updates

- App and iOS updates are both noted by a notification badge where they can be found.
- Apps not provided by MIS should be safe to update immediately.
- iOS and MobileIron updates should **NOT** be taken immediately.
 - MIS will typically send out notification within 24 hours of the update being made available if it can or can't be installed.
 - If no notification within 1 week, the updates should be considered safe to install.
- For iOS updates
 - Have a fully charged battery or the device plugged in.
 - Be connected to a strong Wi-Fi connection.
- If there are questions, please submit a Helpdesk ticket.



Updates (Apps, iOS)